



## About Us

Puntutukurnu Aboriginal Medical Service (PAMS) is an Aboriginal Community Controlled Health Service located in the East Pilbara region and delivers services in communities located in the Great Sandy, Little Sandy and Gibson Deserts.

*Our passionate team is filled with qualified and experienced health professionals including GP's, Nurses and Aboriginal Health workers*



## Our vision

Our Vision is to be the most effective provider of Aboriginal and Torres Strait Islander people's health care and wellbeing through: Supporting and promoting holistic healing of the community, by the community, for the community, for present and future generations..



## Our Mission

To provide innovative and culturally responsive holistic health care to all in the region

## Our Values

We are Community Focused

We are Community Controlled

We are Transparent

We are Inclusive

We are Leaders

## Puntutukurnu Aboriginal Medical Service

### Newman Head Office / Community Health Programs

☎ (08) 9177 8307 📠 (08) 9175 0990

✉ [pams@puntutukurnu.com](mailto:pams@puntutukurnu.com)

### Newman Clinic

☎ (08) 9111 1777 📠 (08) 9111 1778

✉ [newman.clinic@puntutukurnu.com](mailto:newman.clinic@puntutukurnu.com)

### Jigalong Clinic

☎ (08) 9175 7027 📠 (08) 9175 7028

✉ [jigalong.reception@puntutukurnu.com](mailto:jigalong.reception@puntutukurnu.com)

### Parnngurr Clinic

☎ (08) 9176 9057 📠 (08) 9176 9058

✉ [parngurr.clinic@puntutukurnu.com](mailto:parngurr.clinic@puntutukurnu.com)

### Punmu Clinic

☎ (08) 9176 9013 📠 (08) 9176 9014

✉ [punmu.clinic@puntutukurnu.com](mailto:punmu.clinic@puntutukurnu.com)

### Kunawarritji Clinic

☎ (08) 9176 9041 📠 (08) 9176 9998

✉ [kunawarritji.clinic@puntutukurnu.com](mailto:kunawarritji.clinic@puntutukurnu.com)



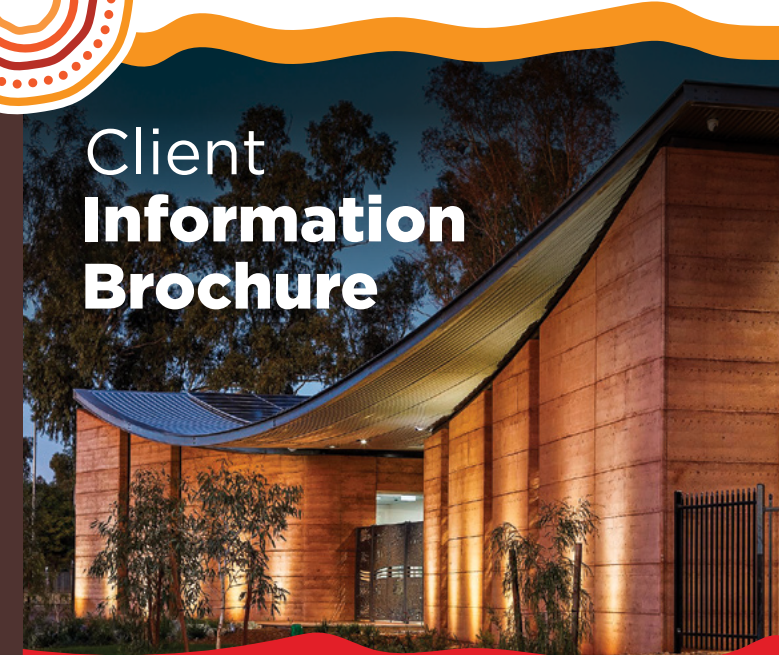
[puntutukurnu.com.au](http://puntutukurnu.com.au)



# PAMS

Puntutukurnu Aboriginal Medical Service

## Client Information Brochure



## Opening hours

### NEWMAN CLINIC:

9:00 to 13:00 and 14:00 to 17:00

Monday, Wednesday, Thursday and Friday

9:00 to 13:00 Tuesday

### JIGALONG, PARNNGURR,

### PUNMU & KUNAWARRITJI CLINICS:

9:00 to 12:00 and 13:00 to 16:30

Monday, Wednesday, Thursday and Friday

9:00 to 12:00 Tuesday



## Primary Health Care Services

PAMS provides the following primary health care services:

- Well Persons Checks (across the life-span)
- Acute Care (GP Services)
- Child and Maternal Health
- Sexual and Reproductive Health
- Adult and Child Immunisation Program
- Chronic Disease Management
- Medication Services
- Integrated Team Care
- Elder Care Support
- Australian Family Partnership
- Baby Coming You Ready
- Provision of after-hours emergency care (remote sites only)
- Dialysis (The Purple House)



## Community Health Programs

PAMS Community Health Programs integrated approach acknowledges there is no one

'program' that facilitates change or supports individuals, families and communities. Our early intervention services work in collaboration with clinical and other community services to promote social, emotional and cultural well-being of the community.

### Our community programs include:

- Social and Emotional Wellbeing (SEWB) Youth Well-being - VSU (Volatile Substance Use) support
- Suicide prevention initiatives
- Cultural Care Connect (After Care) services
- Tackling Indigenous Smoking
- Patient Assisted Transport (PATS)
- Environmental Health
- NDIS
- Jiji



## Visiting Specialists and Allied Health Services

PAMS sites hosts a wide range of visiting medical and allied health specialists including:

- Paediatrician
- Renal Physician
- Ear and Hearing Health Services (Ear Science Institute of Australia and Australian Hearing)
- Optometry Services
- Women's Health Specialist GP
- Podiatry Service
- Dietician
- Physiotherapy Service

Clients who require referral to other medical specialists or allied health services are supported to do so via the Patient Assisted Travel Scheme (travel is usually to Pt Hedland or Perth)



## Follow ups and reminders

As part of PAMS commitment to the provision of quality care we utilise an electronic 're-call' system to ensure that all clients requiring follow up care receive notification of this in a timely manner. With your consent, PAMS will contact you about upcoming appointments, health assessments, investigations and other important reminders. This is part of PAMS proactive approach to partnering with you to best manage your care. Updating your personal details at reception will ensure you are kept informed if you require any follow up care and are kept up to date about relevant programs that may be helpful for you. Please let our friendly team know if you do not wish to receive these reminders.



## Home Visits

Although PAMS encourages all clients to attend their sites in person, PAMS understands that for a range of reasons (such as frailty or acute illness) this may not always be possible and in these instances PAMS is able to provide a home visiting service. If you would like to request a home visit please contact the relevant clinic directly to discuss your situation and arrange a visit.



## After Hours

### Parnngurr, Punmu, Jigalong, Kunawarrtji

A nurse is rostered on call after hours to provide after-hours emergency care. Should you require emergency medical care after hours please call the remote clinic landline for assistance or call 000.

### Newman Clinic

Newman Clinic does not provide an after-hours emergency service. If you require emergency medical care after hours please call 000.



## Contacting our Staff

Should you need to speak to a member of our clinical team, please phone and leave a message (with your name and contact details) for them to call back when they are free.



## Medicare and Fees

PAMS is a bulk billing site, which means that you should not be charged out of pocket for any consultation. If you are referred to a specialist that requires you to pay a fee, then you will be notified of this before you travel.



## Privacy and Confidentiality

When you register as a patient of our service, you provide consent for our GP's and practice staff to access and use your personal information to provide you with the best possible healthcare. Only staff who need to see your personal information will have access to it.

If we need to use your information for anything else, we will seek additional consent from you to do this. Should you have any concerns about the privacy of your information please don't hesitate to speak to the relevant Clinical Manager or anyone of our friendly team.



## Feedback and Complaints

Clients are encouraged to raise any concerns directly with the PAMS team as most complaints can be responded to and resolved at the time they are made known to our team.

If your concerns are not addressed, ask to speak with the Clinical Manager who is trained to handle feedback and help resolve matters. Complaints can also be made in writing to the Clinical Manager.

### If the matter cannot be resolved, contact:

WA Health and Disability Services Complaints Office on (08) 6651 7600 or 1800 813 583

Email: [mail@hadsco.wa.gov.au](mailto:mail@hadsco.wa.gov.au)